

In the claims:

1. (Currently Amended) A method of compiling performance reports in a contact center apparatus including at least one processor serving a plurality of clients using a plurality of agents, such method comprising the steps of:

opening a transaction file by the contact center apparatus for saving information about asynchronous transactions made up of a plurality of non-contiguous transmissions between an agent of the plurality of agents and a client of the plurality of clients;

measuring indicia of activity for the asynchronous transactions within the contact center apparatus between the agent and client including an effort value which represents effective effort to respond to each of the non-contiguous transmissions within each respective transaction wherein effective effort is calculated to reflect time to evaluate and prepare a response and is independent of ~~total~~-duration of actual transaction channel occupancy;

the contact center apparatus adding the measured indicia of activity to the transaction file and determining a total effort value for each respective transaction based on the effort values of each non-contiguous transmissions within the respective transaction; and

the contact center apparatus compiling a report based upon the transaction file and displaying the total effort value for each respective transaction.

2. (Currently Amended) The method of compiling performance reports as in claim 1 wherein the step of opening the transaction file further comprises detecting an initial contact between the agent and the client, and the method further comprising assigning a transmission type and tagging subsequent transmissions of a continuing transaction as belonging to the continuing transaction.

3. (Original) The method of compiling performance reports as in claim 2 wherein the step of detecting the initial contact between the agent and the client further comprises searching a prior contact list of the agent to identify prior contacts involving the client.

4. (Previously Presented) The method of compiling performance reports as in claim 1 wherein the step of measuring the indicia of activity further comprises counting a number of asynchronous exchanges between the agent and the client that are required to close a sale.
5. (Previously Presented) The method of compiling performance reports as in claim 1 wherein the exchanges further comprise at least one of e-mail, instant messaging, and chat sessions.
6. (Previously Presented) The method of compiling performance reports as in claim 1 wherein the indicia of activity further comprises an average time between messages of transactions for each agent.
7. (Previously Presented) The method of compiling performance reports as in claim 1 further comprising determining how much time has elapsed between successive transmissions of each transaction.
8. (Original) The method of compiling performance reports as in claim 1 further comprising segregating exchanges between the agent and client from other exchanges between other agents of the plurality of agents and other clients of the plurality of clients.
9. (Original) The method of compiling performance reports as in claim 8 wherein the step of segregating exchanges between the agent and client from other exchanges between other agents of the plurality of agents and other clients of the plurality of clients further comprises correlating an identifier of the agent and client with the transaction file.
10. (Original) The method of compiling performance reports as in claim 9 wherein the step of correlating an identifier of the agent and client with the transaction file further comprises matching e-mail addresses of the agent and client to e-mail addresses within the transaction file.

11. (Previously Presented) The method of compiling performance reports as in claim 1 further comprising determining and displaying a total effort value for completed transactions between the agent and the client and determining and displaying in real time a ongoing transaction total effort value for ongoing transactions.

12. (Currently Amended) The method of compiling performance reports as in claim 11 ~~wherein the step of further comprising~~ segregating exchanges between the agent and client from other exchanges between the agent and client ~~further comprises, and~~ correlating a subject matter identifier field of the exchanges with a subject matter identifier of the transaction file.

13. (Currently Amended) An apparatus for compiling performance reports in a contact center serving a plurality of clients through the Internet using a plurality of agents, such apparatus comprising:

means for opening a transaction file for saving information about asynchronous Internet transactions made up of a plurality of non-contiguous transmissions between an agent of the plurality of agents and a client of the plurality of clients;

means for measuring indicia of activity for the asynchronous Internet transactions between the agent and client including an effort value which reflects effective effort to respond to each of the non-contiguous transmissions within each respective transaction wherein effective effort is independent of actual transmission duration;

means for adding the measured indicia of activity to the transaction file and determining a total effort value for each respective transaction based upon the effort values of each of the non-contiguous transmissions within the respective transaction; and

means for compiling a report based upon the transaction file.

14. (Previously Presented) The apparatus for compiling performance reports as in claim 13 wherein the means for opening the transaction file further comprises means for detecting an initial contact between the agent and the client, and means for tagging subsequent transmissions of a continuing transaction as belonging to the continuing transaction .

15. (Original) The apparatus for compiling performance reports as in claim 14 wherein the means for detecting the initial contact between the agent and the client further comprises means for searching a prior contact list of the agent to identify prior contacts involving the client.

16. (Original) The apparatus for compiling performance reports as in claim 13 wherein the means for measuring the indicia of activity further comprises means for counting a number of exchanges between the agent and the client.

17. (Previously Presented) The apparatus for compiling performance reports as in claim 16 wherein the exchanges further comprise at least one of e-mail, instant messaging, and chat sessions.

18. (Previously Presented) The apparatus for compiling performance reports as in claim 13 wherein the effort value is determined based upon how long a transmission would have required had the transmission been spoken.

19. (Previously Presented) The apparatus for compiling performance reports as in claim 14 wherein word content of each exchange is used to determine whether different transmissions are part of one transaction or different transactions.

20. (Original) The apparatus for compiling performance reports as in claim 13 further comprising means for segregating exchanges between the agent and client from other exchanges between other agents of the plurality of agents and other clients of the plurality of clients.

21. (Original) The apparatus for compiling performance reports as in claim 20 wherein the means for segregating exchanges between the agent and client from other exchanges between other agents of the plurality of agents and other clients of the plurality of clients further comprises means for correlating an identifier of the agent and client with the transaction file.

22. (Original) The apparatus for compiling performance reports as in claim 21 wherein the means for correlating an identifier of the agent and client with the transaction file further comprises means for matching e-mail addresses of the agent and client to e-mail addresses within the transaction file.

23. (Original) The apparatus for compiling performance reports as in claim 13 further comprising means for segregating exchanges between the agent and client from other exchanges between the agent and the client.

24. (Original) The apparatus for compiling performance reports as in claim 23 wherein the means for segregating exchanges between the agent and client from other exchanges between the agent and client further comprises means for correlating a subject matter identifier field of the exchanges with a subject matter identifier of the transaction file.

25. (Currently Amended) An apparatus for compiling performance reports in a contact center serving a plurality of clients through the Internet using a plurality of agents, such apparatus comprising:

a transaction processor adapted to open a transaction file for saving information about asynchronous Internet transactions made up of a plurality of non-contiguous transmissions between an agent of the plurality of agents and a client of the plurality of clients;

a measurement processor adapted to measure indicia of activity for the asynchronous Internet transactions between the agent and client including an effort value which reflects effective effort to respond to each of the non-contiguous transmissions within each respective transaction wherein effective effort is independent of time of transaction channel use;

a transaction file for collecting the measured indicia of activity and a calculated total effort value for each respective transaction based upon the effort values of each non-contiguous transmission within the respective transaction; and

a reports processor adapted to compile a report based upon the transaction file.

26. (Previously Presented) The apparatus for compiling performance reports as in claim 25 further comprising an agent selection processor adapted to detect an initial contact between the agent and the client, and to determine a type for each transmission and attach a time stamp to each transmission within a transaction.

27. (Currently Amended) The apparatus for compiling performance reports as in claim 26 wherein the agent selection processor further comprises a ~~prior contact~~pending transactions list adapted for identifying ~~prior contacts~~pending transactions involving the client and an application which uses the pending transactions list to assign a new transaction with the client to the agent as a new transaction to preserve continuity.

28. (Previously Presented) The apparatus for compiling performance reports as in claim 25 wherein the exchanges further comprise at least one of e-mail, instant messaging, and chat sessions.

29. (Previously Presented) The apparatus for compiling performance reports as in claim 25 wherein the effort value is determined using proportionality to calculate an equivalent time of effort.

30. (Previously Presented) The apparatus for compiling performance reports as in claim 25 wherein the effort value is determined based upon the character length of the transmission.